



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Prairie, Inc.
for quarter ending December 31, 2009

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.20	2.10	2.80	2.37
B. Operator Answer Time - Information [730.510(a)(1)]	8.13	7.12	8.18	7.81
C. Repair Office Answer Time [730.510(b)(1)]	11.00	12.00	10.00	11.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	11.00	24.00	15.00	16.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	95.24%	98.41%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	83.33% *	75.00% *	77.78% *	78.70% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.30	1.00	1.00	1.10
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	13.00%	0.00%	3.70%
I. Percent of Installation Trouble Reports [730.545(f)]	5.26%	0.00%	0.00%	1.75%
J. Missed Repair Appointments [730.545(h)]	2	3	3	3
K. Missed Installation Appointments [730.540(d)]	0	0	1	0

Comments



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